



July 9, 2013

David Danner, Executive Director & Secretary
Washington Utilities & Transportation Commission
1300 S Evergreen Park Drive, SW
Olympia, Washington 98504-7250

Re: CenturyTel and United Telephone Company of the Northwest
d/b/a CenturyLink Revised Service Quality Reports for May 2013

Dear Mr. Danner:

Attached are revised May 2013 Service Quality Reports for CenturyTel and United Telephone Company of the Northwest d/b/a CenturyLink in confidential and redacted versions.

The previously filed reports incorrectly listed the Install Commitments Made and Met rather than Made and Missed.

If you should you have any questions, please contact Mark Reynolds at (206) 345-1568 or by e-mail at mark.reynolds3@centurylink.com.

Sincerely,

Mark Reynolds

Enclosures: Installation/Repair Appointments
Service Activation in 5 Days
Trouble Per 100/Access Lines
Switching – Dial Tone Speed in 3 Seconds
Final Trunk Blockage (EAS and Toll)
Out of Service Trouble Cleared in 48 Hours
Not Out of Service Trouble Cleared in 72 Hours
Service Activation Delay 90-180 Days